

## 2015 Carleton Satisfaction Survey for Employees

### Athletics Programs

Athletics Programs	
% Using Service	Number of Users
31.1%	247

### Mean of Responses

	Athletics Programs		
	N	Avg.	Std. Dev.
My overall experience with the Athletics programs	235	8.3	1.7
Ability of the programs offered to meet my needs and interests	232	8.0	1.9
Service provided by staff when registering, or enquiring about programs	215	8.1	2.0
Way in which program opportunities are communicated and promoted (e.g. website, facebook, etc.)	225	7.9	2.0
Times at which the programs are offered	230	7.3	2.3
Value for money	230	7.8	2.1
The program environment (room, equipment, field, etc.)	230	7.6	2.0
Quality of the program instructors/leaders	193	8.3	2.0
Ease of use of online registration for programs	194	7.7	2.2
The CUFit pass and its entitlements and limitations are easy to understand and use	114	7.9	2.4
Overall satisfaction with the CUFit pass	94	7.7	2.6

### Percentage of Responses

	Athletics Programs		
	Low	Med.	High
My overall experience with the Athletics programs	3.4%	24.7%	71.9%
Ability of the programs offered to meet my needs and interests	6.0%	24.6%	69.4%
Service provided by staff when registering, or enquiring about programs	5.1%	27.0%	67.9%
Way in which program opportunities are communicated and promoted (e.g. website, facebook, etc.)	6.7%	25.8%	67.6%
Times at which the programs are offered	13.0%	31.7%	55.2%
Value for money	8.7%	27.0%	64.3%
The program environment (room, equipment, field, etc.)	8.7%	30.9%	60.4%
Quality of the program instructors/leaders	5.7%	19.2%	75.1%
Ease of use of online registration for programs	9.8%	25.8%	64.4%
The CUFit pass and its entitlements and limitations are easy to understand and use	13.2%	17.5%	69.3%
Overall satisfaction with the CUFit pass	12.8%	19.1%	68.1%

**Source:** Carleton Satisfaction Survey for Employees, 2015

**Notes:** 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.